

Trafford Council & Greater Manchester Police

HR Shared Service Centre Job Description

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| Job Title | HRSS Customer Service Advisor |
| Department | Greater Manchester Shared Services |
| Section | HR Shared Service Centre |
| Grade | Trafford Council Band 3 / Greater Manchester Police Grade C |
| Directly responsible to | HRSS Customer Service Team Leader |
| Directly responsible for | n/a |

Main Purpose of the role

1. To significantly contribute to the development of a 'leading edge' Shared Service Centre for Partnership members, ensuring a high performing and customer focused transactional HR, Payroll and Pension service that is continuously improving and seen as best-in-class public sector model.
2. To provide specialist HR, payroll and pensions advice and guidance to customers from a number of organisations that delivers resolution at first point of contact.
3. To be responsible for the day-to-day management of all customer queries through telephone and electronic channels ensuring that customer expectations of performance and value are met.
4. To undertake continuous evaluation of the advisory service and queries received, escalating issues, suggesting and developing improvements and identifying training needs in customers and the service.

Main Duties and responsibilities.

5. To support the Customer Advice Manager in the delivery of a highly-regarded, expert HR, payroll and pension advisory service that supports the development of a culture of manager-led HR activity.
6. To be responsible for the day-to day management and handling of all customer contact into the shared service centre.
7. To support the development of customer-focused guidance and documentation to support employee and manager self-service in relation to HR, payroll and pensions matters.

8. To be up-to-date in respect of relevant national trends, regulations, policy and legislation, providing accurate, expert advice and ensuring that service planning, training and delivery takes these into account.
9. To support the development of innovative ways of working, technology and transformation that deliver breakthrough performance and quality of service.
10. Develop and actively maintain productive working relationships with external and internal partners, customer groups and business areas; ensuring that service expectations are met by confidently representing the service in meetings, working groups, and projects.
11. To contribute to the creation of strategic and project planning for the service; autonomously delivering work packages and activities within these to ensure objectives are met.
12. To monitor the delivery day-to-day activities against the operational and project plans and to ensure deadlines and performance targets are on course to be met.
13. To undertake available development opportunities, show a commitment to continuous development and performance improvement to add value to the team.
14. To contribute to a culture of high-quality, right-first-time excellence across the service; actively monitoring and responding to intelligence to ensure accurate, compliant and timely delivery that exceeds expectations and inspires customer confidence.
15. To deliver mentoring, training and skills transfer to the organisation, wider service, teams and individuals that supports operational effectiveness, compliance, professional development and best practice.
16. Demonstrate the ability to analyse complex queries or risks and take intelligent decisions with minimal supervision or make recommendations to service managers.
17. To lead, through personal example, open commitment and clear action, ensuring a positive approach to valuing diversity, resulting in equality of opportunity, access and treatment in service delivery, employment and external communications.
18. The post holder will be required, on occasion, to cover for equivalent roles or provide support for teams in the service in response to operational demand.
19. Any other duties commensurate with the post.

General requirements

Health and Safety

To operate safely within the workplace with regard to Trafford Council and GMP's health and safety policies, both in the delivery of services and the treatment of others.

Equalities & Diversity

To comply with and promote Trafford Council and GMP's Equalities and Diversity Policies, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Supervisors / Managers only - have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required policies, procedures and information / records management standards in the course of their duties and that appropriate processes are in place to monitor compliance.

Policy

To work at all times within the established policies and practices of Trafford Council and Greater Manchester Police.

Confidentiality

To adhere to Trafford Council and GMP's policies and procedures in respect of confidentiality and the management and sharing of information.

Notes:

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

All staff must adhere to and comply with the requirements of organisational policies for Greater Manchester Police and Trafford Council. The most up to date version of policies and legislation can be found on the relevant organisation's Intranet/SharePoint. Further support and guidance can be sought from Human Resources or the Greater Manchester Police Information Compliance and Records Management Unit. The most up to date telephone numbers are available on the Intranet.

Person Specification

Job Title: HRSS Customer Service Advisor

Grade: Band 3 / Grade C

STAGE ONE: Disabled candidates are guaranteed an interview if they meet the essential criteria

| MINIMUM ESSENTIAL REQUIREMENTS | METHOD OF ASSESSMENT * |
|---|------------------------|
| 1. Qualifications/Training etc. | |
| Higher or Foundation Certificate or equivalent/relevant qualification or willingness to work towards. | C, A |
| Evidence of continued professional development | A, I |
| 2. Experience | |
| Extensive experience in customer service role within a large organisation. | A, I |
| On-the-job or organisation standard customer service skills training, iTrent and related system training, complaint resolution training. | A, I |
| Experience of managing and resolving HR queries in accordance with deadlines and SLAs | A, I, T |
| Experience of monitoring and evaluating performance and management information, suggesting and delivering changes to improve ways of working. | A, I |
| Experience of providing help/support and guidance to customers | A, I |
| A record of success in promoting diversity and creating equality in service delivery and employment. Successfully sharing own knowledge and skills to support the continuous development of colleagues. | A, I |
| 3. Knowledge | |
| Understanding of theory of HR and basic Employment Legislation. Understanding of payroll legislation, HR terms and conditions for | A, I, T |

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| Police Staff, Regulations for Police Officers, Local Authority and Teachers. Knowledge of corporate HR systems, i.e. understand when incorrect information is entered into system or employee record and escalate appropriately according to system or personal error. Knowledge of Telephony/ Ticketing / Service desk systems. | A, I |
| 4. Skills & Abilities | |
| Ability to maintain beneficial working relationships with colleagues, clients and stakeholders with the ability to communicate at all levels. | A, I |
| Excellent communication skills required in order to provide responses to HR queries to customers | A, I, T |
| Ability to own a query and provide guidance and information | A, I |
| Ability to interpret information within HR systems to ensure effective resolution to queries. | A, I |
| Experience of operating in a customer-focussed role, closely monitoring effectiveness, user satisfaction and issues | A, I |
| Willingness to work flexibly across the service, quickly acquiring new skills and knowledge when necessary | A, I |

*** Method of Assessment**

A = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview,

P = Presentation, **T** = Test, **AC** = Assessment centre

Date prepared/revised:

Prepared/revised by:

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